## **Auto part manufacturer and distributor drives success with Sage**

## *X3 allows the company to modernize their business inside and out*

## Carpenter Industries is a family-owned company with 160 employees that manufactures and distributes Ford replacement parts. In 1970, the founder got the idea when he was restoring a 1940 Ford and couldn’t find a replacement dash knob. He found out he wasn’t the only one and made it into the thriving business it is today.

Sage X3 is helping the company improve business processes and significantly increase sales.

### Key outcomes:

* Increased orders by 40%
* Lowered IT expenditures on software by 15%
* Decreased value of inventory adjustments by 20%
* Reduced manufacturing direct costs by 15%

Company

### Carpenter Industries

Location

### North Carolina, US

Industry

### Discrete Manufacturing

Solution

### Sage X3

For more info, visit: [**sage.com/en-us/sage-**](https://www.sage.com/en-us/sage-business-cloud/sage-x3/)[**business-cloud/sage-x3**](https://www.sage.com/en-us/sage-business-cloud/sage-x3/)

*Sage X3 saves Carpenter Industries time, so they can focus on their growing business.*

# “We’ve always been a really happy Sage customer.”

## Donavon Yelton, Director of IT & Strategic Planning, Carpenter Industries

### Committed to Sage products

Carpenter Industries has been using Sage products for a decade. The business started using Sage 300 in 2011. A sister company was already using Sage, and Donavon Yelton, Director of IT & Strategic Planning, said it was a foregone conclusion that the owner would choose to stay with Sage. “He saw the advantages from the actual data and what we would get out of the upgrade. He understood the value,” said Donavon.

### Sage X3 helps scale and streamline

One of those values was streamlining procedures across departments and breaking down silos. Implementing X3 forced the company to update its processes to align with best practices, which led to several benefits. Those included improvements to their demand forecast and inventory control, and with more than 60,000 products, that had a big impact. Donavon says the company is putting out 40% more orders per day than before implementing X3.

### Customizations give a competitive advantage

Carpenter Industries has implemented many customizations, which they say gives them a leg up on the competition, especially the Price List Engine in X3.

“This may be the number one thing that sets it apart from competitors in the ability to be highly customized,” said Donavon. The company also created an internal customization for order picking that they say speeds up the picking process tremendously.

*Carpenter Industries has been manufacturing Ford parts for over 50 years.*

# “The great thing about X3 is you can do

pretty much anything you want.”

## Donavon Yelton, Director of IT & Strategic Planning, Carpenter Industries

### Seamless teamwork

Carpenter Industries went live with X3 in March of 2019, giving its 70 user- employees one year to get up to speed on the system and its capabilities. When the global pandemic hit, the company didn’t miss a beat. “All of our employees love it. It means we can assign a Chromebook, somebody can go home, log into X3, and hit the ground running. They can move in and out of our physical presence. Employees really like that flexibility that X3 has given them,” said Donavon.

Donavon says he continues to see opportunities with X3. The company is looking to add project management to its list of tools. After twenty years at Carpenter Industries, he remains proud to work at a place where they see value in the potential of people and products.

“Sage is doing a fantastic job,” Donavon says.

### About Sage X3

Sage X3 provides faster, more intuitive, and tailored business management solutions than conventional ERP for organizations looking to thrive

and retain their competitive advantage by increasing their agility and embracing change at speed.

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